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Agency: Secretary of State's Office

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Sheryl Webb, Deputy Secretary of State

Date: August 3, 2012

1. Key Participants:

Name	Job Title	Role In Emergency
Natalie Tennant	Secretary of State	Notification of SOS Staff
Sheryl Webb	Deputy of Secretary of State	Notification of SOS Staff and ensuring safety of staff here at work the Friday night of the storm
Ashley Parsons	Executive Assistant	Notification of SOS Staff
Penney Barker	Business and Licensing Manager	Notification of SOS Staff and ensuring safety of staff here at work the Friday night of the storm
Judy Cooper	Administrative Law Manager	Notification of SOS Staff

2. Summary of agency's role in responding to the state of emergency.

The role of the Secretary of State's Office did not necessarily extend beyond maintaining communication with our staff during the state of emergency.

The Secretary of State and Deputy Secretary of State contacted managers to have them notify their staff that if they cannot make it in to work then it is not necessary to come. We were open on the Monday after the storm in order to have a cool place for employees to come if they were without power. The Secretary also permitted employees to bring children to work to allow them to be in an area with power.

We also had some employees that were not impacted by the storm and were able to come to work. Our Business and Licensing Division assists a lot of out of state people in which needed assistance

even though many in our state and surrounding states were dealing with the aftermath of the storm. Other private sector West Virginia businesses were still open which also utilize this office.

3. What went well and Why?

It was helpful in the Kanawha/Jackson County area to have nonstop radio coverage by WCHS 580. They pre-empted all their normal shows and gave up to minute coverage of where citizens could go for water, cool shelters, oxygen, gas, etc.

Our office being open allowed business to be conducted as the private sector was still operating. We were also able to route calls, give limited information to citizens calling in asking for assistance with regard to the storm.

IT related success and future concerns

Success—we had power and air conditioning here at the Capitol. We also had access to the statewide network and the Internet.

Future – Set-up basic requirements to assure that we have these continued services of the statewide network and internet.

4. What can be improved and how?

The press release from the Governor's Office could clarify exactly who are "essential personnel". We made our own determination to stay open based on the reasons stated above.

What can your agency/commission do differently in similar situations in the future to ensure success?

I'm not sure what we could do differently beyond what has been stated in this response. We are open for suggestions to improve.

What would be your advice to future emergency response teams?

Provide constitutional offices and/or other offices that may keep their agency open information that they can pass on to the citizens to help them with regard to issues caused by storm (where shelters are, phone numbers, where to get water, etc).